



CIVIL SERVICE COMMISSION
COUNTY OF MADERA
ANNOUNCEMENT OF EXAMINATION

OFFICE SERVICES SUPERVISOR I
\$2740 - \$2877 - \$3020 - \$3171 - \$3330/Month

POSITION:

Essential

Functions:

Plan, organize, oversee, and coordinate the operations and functions of the assigned office.
Perform a wide variety of responsible, confidential, and complex secretarial and administrative duties for an assigned office.
Provide information and assistance to staff and the general public.

APPLICATION:

Apply:

Department of Human Resources, 4th Floor
200 West 4th Street, Madera, California 93637
Phone: (559) 675-7705 or TDD Telephone: (559) 675-8970
24-Hour Job Line: (559) 675-7697
Website: www.madera-county.com

FINAL FILING DATE: NOVEMBER 6, 2009 (Official applications must be received by 5:00 P.M. on the final filing date. Postmarks not accepted. Faxed application materials may be accepted under certain circumstances and with prior authorization of the Department of Human Resources. Application materials authorized to be received by facsimile will require that the applicant submit an application with original signature prior to the date of the examination.) ****Those applicants claiming veteran's preference must submit a copy of their DD-214 form along with the application.*** Candidates who attain ranking on an eligible list and are involuntarily called to active duty may be considered for eligibility reinstatement upon their return. For additional information, please contact the Department of Human Resources.

PHYSICAL:

As a condition of employment with the County of Madera, a candidate must pass an employment medical examination, and review of medical history given by the County Health Department and/or health care professional designated by the County.

EXAMINATION PROCESS:

A qualifications appraisal for the purpose of appraising the candidate's education, experience, and personal qualifications will be scheduled for those candidates who meet the minimum qualifications, and may be administered either by a written examination, oral interview, evaluation of education and experience, or any combination of qualifications appraisal determined by the Department of Human Resources to be appropriate. The Civil Service Commission may limit the number of qualified applicants eligible to participate in the examination process. If two or more candidates have the same total final grade on an examination, they may be ranked in order of their scores in that portion of the examination which has the greatest weight. In case this fails to break the tie, they may be ranked in the order of filing applications. ****Note: you will be required to submit verification of your identity and citizenship or legal right to work in the United States at the time of and as a condition of an offer of employment.***

The Department of Human Resources will make reasonable accommodation in the examination process for disabled applicants. If you have special needs, please indicate such on your application.

Madera County does not discriminate on the basis of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sexual orientation, sex, or age, in any of its programs or activities.

EQUAL OPPORTUNITY EMPLOYER

QUALIFICATIONS:

- Knowledge of:
- Operations, functions, services, and activities of an assigned office.
 - Pertinent Federal, State, and local laws, codes, and regulations.
 - Principles of supervision, training, and performance evaluation.
 - Principles and practices of providing office support and administrative assistance.
 - Office management principles.
 - Principles and practices of fiscal, statistical, and administrative data collection, record keeping, and report preparation.
 - Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
 - Modern office practices, methods, and computer equipment.
 - Principles and practices of business letter writing.
 - Principles and techniques used in dealing with the public.
 - Word processing methods, techniques, and programs including spreadsheet and data base applications.
 - English usage, spelling, grammar, and punctuation.
 - Mathematical principles.
- Skill to:
- Operate modern office equipment including computer equipment.
 - Type at a rate of 45 words per minute from clear, legible copy.
- Ability to:
- Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
 - Plan, organize, oversee, and coordinate, the office support functions of assigned office.
 - Research, compile, analyze, interpret and prepare a variety of fiscal, statistical and administrative reports.
 - Compile, tabulate, and analyze data and information and prepare summaries and reports.
 - Develop operating procedures to implement programs and policies.
 - Read, understand, apply, and explain technical policies and procedural requirements.
 - Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
 - Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.
 - Respond to questions from the public and County personnel regarding policies and procedures for the assigned area.
 - Work cooperatively with other departments, divisions, County officials and outside agencies.
 - Analyze situations carefully and adopt effective courses of action.
 - Maintain confidential data and information.
 - Perform accurate mathematical computations.
 - Plan and organize work to meet schedules and timelines.
 - Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
 - Prepare, maintain, and update a variety of records and reports, including financial and statistical reports.
 - Prepare clear, concise correspondence and reports.
 - Perform a wide range of complex office and administrative support assignments.
 - Deal tactfully and courteously with the public and other agencies when representing the functions and policies of the assigned office and administrative support units.
 - Communicate clearly and concisely, both orally and in writing.
 - Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

QUALIFICATIONS CONTINUED ON THE NEXT PAGE

EXPERIENCE AND TRAINING GUIDELINES:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

*THREE YEARS OF INCREASINGLY RESPONSIBLE ADMINISTRATIVE SECRETARIAL, ADMINISTRATIVE ASSISTANT, OR RELATED EXPERIENCE INCLUDING SOME SUPERVISORY EXPERIENCE; AND EQUIVALENT TO THE COMPLETION OF THE TWELFTH GRADE SUPPLEMENTED BY SPECIALIZED TRAINING AND COURSE WORK IN ACCOUNTING, MANAGEMENT, BUSINESS ADMINISTRATION, OFFICE PRACTICES, OR A RELATED FIELD; AND ABILITY TO TYPE 45 NET WORDS PER MINUTE (VERIFICATION OF NET TYPING SPEED MUST ACCOMPANY APPLICATION. CERTIFICATES MUST HAVE BEEN DATED WITHIN SIX MONTHS OF THE DATE OF YOUR APPLICATION, MUST STATE THAT THE WORDS PER MINUTE WERE BASED ON A 5 MINUTE TIMED WRITING AND MUST BE FROM A SOURCE APPROVED BY THE MADERA COUNTY DEPARTMENT OF HUMAN RESOURCES. *SEE BELOW FOR SAMPLES OF APPROVED SOURCES.)*

SPECIAL REQUIREMENTS:

Essential duties may require the following physical skills and work environment:

Ability to work in a standard office environment.

For additional information, the full job description is available for review by contacting the Human Resources Department at (559) 675-7705 or by visiting www.madera-county.com.

BENEFITS:

Benefits of employment with the County of Madera include 13 paid holidays per year; 1 sick leave day per month (unlimited accrual); 2 weeks paid vacation after 1 year, vacation accrual increasing thereafter with years of service (45 days maximum accrual); membership in the Public Employees' Retirement System (PERS), including an enhanced 2.7% @ 55 retirement benefit formula; County participates in the Public Employees' Retirement System Health Benefit Program and for certain selected health plans, the County pays 100% of health insurance premium for employee and 50% for either two-party or dependent coverage; additional salary increases after 10, 15, and 20 years of service.

Office Services Supervisor I

October 21, 2009
(09-031)

THE PROVISIONS OF THIS JOB BULLETIN DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT. THE COUNTY OF MADERA RESERVES THE RIGHT TO MAKE NECESSARY MODIFICATIONS TO THE EXAMINATION PLAN. SUCH REVISIONS WILL BE IN ACCORDANCE WITH COUNTY CIVIL SERVICE STANDARDS. QUESTIONS REGARDING THIS ANNOUNCEMENT MAY BE DIRECTED TO THE MADERA COUNTY DEPARTMENT OF HUMAN RESOURCES.

*Some approved sources for verification of typing skills are as follows:

MADERA ADULT SCHOOL, 955 W. Pecan Ave.; Madera, California; Telephone: (559) 675-4425
Exams administered on Friday's from 8:00 A.M. to 12:00 P.M., no appointment necessary.
FEE: \$15.00 (Rate may change without notice.)

MADERA EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)
209 E. 7th; Madera, California; Telephone: (559) 662-4500
Exams administered Monday – Friday from 8:00 A.M. to 5:00 P.M., by appointment only.
FEE: No cost (Rate may change without notice.)

DENHAM RESOURCES / FRESNO
1540 E. Shaw Avenue, #112; Fresno, CA; Telephone: (559) 222-5284
Exams administered Monday – Friday, 8:00 A.M. through 4:30 P.M., by appointment only.
FEE: 10.00 cash only (Rate may change without notice.)